

E-01345A-08-0172



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ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

RECEIVED

4760

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

2008 SEP - 8

Priority: Respond Within Five Days

AZ CORP COMMISSION

DOCKET CONTROL

Opinion No. 2008 - 71108

Date: 8/29/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Ms. B

Coleman

Account Name: Ms. B Coleman

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Paradise Valley

CBR:

State: AZ Zip: 85253

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: for assignment

Contact Phone: n/a

Nature of Complaint:

8/29/08 Docketed under E-01345A-08-0172

DEAR INCREASE DEPT.

SEEMS LIKE I JUST GOT AN INCREASE LAST MONTH, & HERE IS ANOTHER ONE ALREADY.. I AM ONLY WORKING A TEMPORARY JOB AND CAN'T AFFORD ANOTHER INCREASE!!! THIS IS NOT FAIR TO THE PUBLIC TO INCREASE EVERY YEAR, I AM ALREADY ON BUDGET BILLING BECAUSE I AM SINGLE & HAVE OTHER BILLS THAT MUST BE PAID MONTHLY I ONLY HAVE MYSELF TO DEPEND ON FOR MY NEXT DOLLAR NO ONE TO HELP ME!! I AM VERY UPSET, OVER THIS TAKING HARD WORKING PEOPLES MONEY TOWARDS INCREASES EACH YEAR, THIS IS NOT FAIR ESPECIALLY FOR THOSE LIVING ON A BUDGET SUCH AS MYSELF!! IS THERE SOME WAY YOU CAN WAIVE THIS INCREASE ON MY ADDRESS? I AM BARELY ABLE TO GO TO THE GROCERY ANYMORE!! ADDRESS IS [REDACTED]

[REDACTED] MY PRAYERS ARE SENT ALONG WITH THIS LETTER THAT YOU WILL CONSIDER & NOT INCREASE MY PRESENT MONTHLY BILLS.

MS. COLEMAN
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/29/08 Staff wrote the following letter to Ms. Coleman

August 29, 2008

RE: ARIZONA PUBLIC SERVICE

Arizona Corporation Commission

DOCKETED

SEP - 8 2008

DOCKETED BY

[Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Ms. B Coleman:

Your letter regarding the Arizona Public Service ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 8/29/2008

Opinion No. 2008 - 71108

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71102

Date: 8/29/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Todd Hochstein

Account Name: Todd Hochstein

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: 85086

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: for assignment

Contact Phone: n/a

Nature of Complaint:

8/29/08 Docketed under E-01345A-08-0172
Received email from Mr. Hochstein

Arizona Corporation Commission
Public Comment Form

I have recently read all I can find on line concerning this rate increase at APS' and AZCC's web sites. I do claim to understand every thing I have read but am inclined to believe this:

1. With the PSA charge excluded, the proposed rate increase would represent the third rate increase since 2004.
2. It seems under handed that APS wished the commission to address the matter without a hearing.
3. The consumer experienced a 12.33% increase a year ago and am now being asked to shoulder what would be another 10+% hike for my application.
4. After looking at APS' Annual Report for 2007, it would appear the the proposed rate increase would bring record profits to APS and it's investors. I'm not sure exactly how the price of crude will figure into their budget for 2008/9/+ or how APS accrues for this; however, I would hope that they would have considered this long ago. Most forecasts I have read, including the Dept. of Energy predict an overall drop in crude prices to \$70/barrel in the next 7 years.
5. Very few are willing to address the impact of alarmingly increasing foreclosure and bankruptcy rates; surely this, combined with the slowing of growth in the valley, must impact current revenues. Ultimately the consumer is asked to shoulder all of the burden. If APS is committed to a long term relationship (favorable) with the people of Arizona, I would hope that they would be willing to tighten their belt with the rest of us, instead of running back to the well every time things get tight.

Thank you,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Todd Hochstein
End of Complaint

Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

8/29/08 Staff wrote an email to Mr. Hochstein

August 29, 2008

RE: ARIZONA PUBLIC SERVICE

Dear Mr. Todd Hochstein:

Your email regarding the Arizona Public Service ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 8/29/2008

Opinion No. 2008 - 71102

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 70827

Date: 8/19/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: William J Last: Chenausky

Account Name: William J Chenausky

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: for assignment

Contact Phone: n/a

Nature of Complaint:

8/15/08 I left Mr. Chenausky a detailed voice mail message about how he can speak at the next public comment session. I explained how he goes about filing a motion to intervene. I asked him to please give me a call back to confirm he received my message.

8/19/08 I am attaching this public comment in accordance with Arizona statutes regarding Docket No. E-01345A-08-0172. I would also like a chance to speak at the next public comment session which is currently scheduled for September 11, 2008. Please confirm via email or by phone if I will be allowed to speak at the session and the protocol in doing so.

Lastly, I am interested in filing a motion to intervene. Can any forms be found on-line to begin the process to by which I can intervene.

William Chenausky
[REDACTED]

My comments are in response to Docket Number E-01345A-080172 in relation to APS's request to increase rates. In summary, I would like to state to the Arizona Corporation Commission (the Commission) that it must deny any increase in rates or fees as proposed by APS. The state of our economy in Arizona and our general economic issues nationally has put business and family budget's into a crunch. We simply cannot afford more utility increases. With all of the arguments outlined in the supplemental page below, I elicit the Commission to disapprove this public utility to increase rates until this country, and Arizona, becomes more economically stable.

This year has been extremely economically troublesome for many private corporations and nearly every governmental agency; Budget cutbacks are ever increasing. This nation is dealing with serious job losses, hiring freezes, and even salary decreases. The housing market is at its worst in decades and competition for the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

manufacturing sector is enormous. We have to ask ourselves, is this the time to really allow an increase in rates and fees? Raising rates at this point makes no sense and may only worsen our economic situation.

I urge the commission to consider the following before making any decision: 1) we are in a recession; 2) state employees do not get pay increases and have not had one for some time; 3) all other governmental employees, such as county employees and city employees, are also restricted in receiving pay increases; 4) the state of Arizona itself is in the "red", and will continue have deficits; 5) the State and other public entities have a restricted hiring freeze, so why would not public utilities; 6) a seriously shattered housing debacle; 7) massive layoffs; 8) a recent news report says Americans are experiencing a lower standard of living (see: Exhibit 4).

The commission can research these news reports on its own. They reports are entitled: (AP) "Stocks pull back after another decline in jobs"; "GM posts \$15.5B 2Q loss, 3rd-worst in its history"; and "Jobless rate climbs as 51,000 jobs vanish." In addition, I have attached other news reports as Exhibits 1 through 4 for your review and consideration.

For now, a possible solution for APS would be to take the following steps: 1) institute a hiring freeze at APS; 2) cut salaries of its corporate employees (that earn a salary of \$100,000 or more) by at least 20%; 3) and to institute other cutbacks, such as limiting overtime. It may be some time, well into 2009 and beyond, before our economic situation improves. Until then, APS and all of the other utilities, will have to wait for our economy to improve.

If you have any questions about my comments made here today, please do not hesitate to contact me.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/15/08 I left a voice mail message for Mr. William Chenausky. I advised him that his comments regarding the Arizona Public Service Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. CLOSED.
End of Comments

Date Completed: 8/19/2008

Opinion No. 2008 - 70827
